

WHAT IS CLAIMED IS:

1. A stateless, event-monitoring computer system for use in monitoring events based on data and user interfacing, the computer system comprising:

- 5 a user interface web cluster comprising redundant web servers for bi-directional communications with users regarding events to be monitored between the users;
- a data gateway web cluster comprising redundant web servers that provides a one-way data collection module for data;

at least one database cluster connected to the user interface web cluster and the data gateway cluster to access and store data to a database system; and

- 10 at least one application processing cluster connected to the database cluster to provide an application related to the events being monitored for the users.

2. The system of claim 1 wherein the at least one database cluster comprises a load-balanced system with redundant web servers.

3. The system of claim 1 wherein the at least one application cluster comprises a load-balanced system with redundant web servers.

4. The system of claim 1 wherein event being monitored is performance in a supply chain by buyers and suppliers participating in an on-line performance based supply chain management system.

5. The system of claim 4 wherein the data gateway cluster collects data related to products being supplied and participants of the system for use in enabling participants to

engage other participants in a contractual relationship for supply of one or more of the products.

6. The system of claim 4 wherein the user interface cluster enables buyers and suppliers of the supply chain management system to interact relating to various aspects of a supply chain management process.

7. The system of claim 6 wherein the aspect comprises setting up an environment in which buyers and suppliers interact.

8. The system of claim 6 wherein the aspect comprises assisting buyers and suppliers to engage in contractual relationships for the supply of goods or services.

9. The system of claim 6 wherein the aspect comprises assisting monitoring performance of contractual relationships between buyers and suppliers based on a key performance indicators selected by the buyer and supplier for a particular contractual relationship.

10. The system of claim 6 wherein the aspect comprises enabling buyers and suppliers to collaborate to resolve issues relating to the contractual relationship.

11. A stateless, event-monitoring server system for use in monitoring performance between buyers and suppliers participating in a performance-based, supply chain management system, the server system comprising:

a user interface web cluster comprising redundant web servers for bi-directional communications with users regarding events to be monitored between the buyers and suppliers;

a data gateway web cluster comprising redundant web servers that provides a one-way data collection module for data related to products being supplied, buyers, and suppliers;

at least one database cluster connected to the user interface web cluster and the data gateway cluster to access and store data to a database system; and

at least one application processing cluster connected to the database cluster to provide an application related to the events being monitored related to a buyer-supplier engagement.

12. The system of claim 11 wherein the at least one database cluster comprises a load-balanced system with redundant web servers.

13. The system of claim 11 wherein the at least one application cluster comprises a load-balanced system with redundant web servers.

14. The system of claim 11 wherein the user interface cluster enables buyers and suppliers of the supply chain management system to interact relating to various aspects of a supply chain management process.

15. The system of claim 11 wherein the aspect comprises setting up an environment in which buyers and suppliers interact.

16. The system of claim 11 wherein the aspect comprises assisting buyers and suppliers to engage in contractual relationships for the supply of goods or services.

17. The system of claim 11 wherein the aspect comprises assisting monitoring performance of contractual relationships between buyers and suppliers based on a key

performance indicators selected by the buyer and supplier for a particular contractual relationship.

18. The system of claim 11 wherein the aspect comprises enabling buyers and suppliers to collaborate to resolve issues relating to the contractual relationship.

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